

State Health Officer Webcast

October 24, 2008



Wisconsin Public Health Quality Improvement & Accreditation Project

Today

- ~ Review national quality improvement (QI) & accreditation movement
- ~ How Wisconsin project (WIQI) fits
- ~ Project progress and plans
- ~ Why anyone should care
- ~ Q & A





“In a time of drastic change, it is the learners who inherit the future. The learned find themselves equipped in a world that no longer exists.” *Eric Hoffer*

Q I Definitions

- ~ Quality Improvement - “the purposeful change of a process to improve the reliability of achieving an outcome.” *Source: Wikipedia*
 - ~ *desired* outcome
- ~ Altering things can produce change, outcomes, buzz, etc. without improvement
- ~ Motion \neq Progress

Public Health Quality Improvement

- ~ Concept of industrial QI old - formal application in public health relatively new
- ~ National organization leaders have been pushing for public health system QI for over a decade
- ~ Multi-State Learning Collaborative initiative conceived by RWJF, National Network of Public Health Institutes and Public Health Leadership Society
- ~ Combines QI capacity building & specific preparation for national voluntary accreditation




“To improve is to change; to be perfect is to change often.” *Winston Churchill*

Selected Examples

~ Methods/Strategies are many

- ~ Can focus on products, processes or people
- ~ e.g. Total Quality Management - strategy aimed at awareness
- ~ e.g. Deming's Plan Do Study Act cycle for quality control

~ Standards

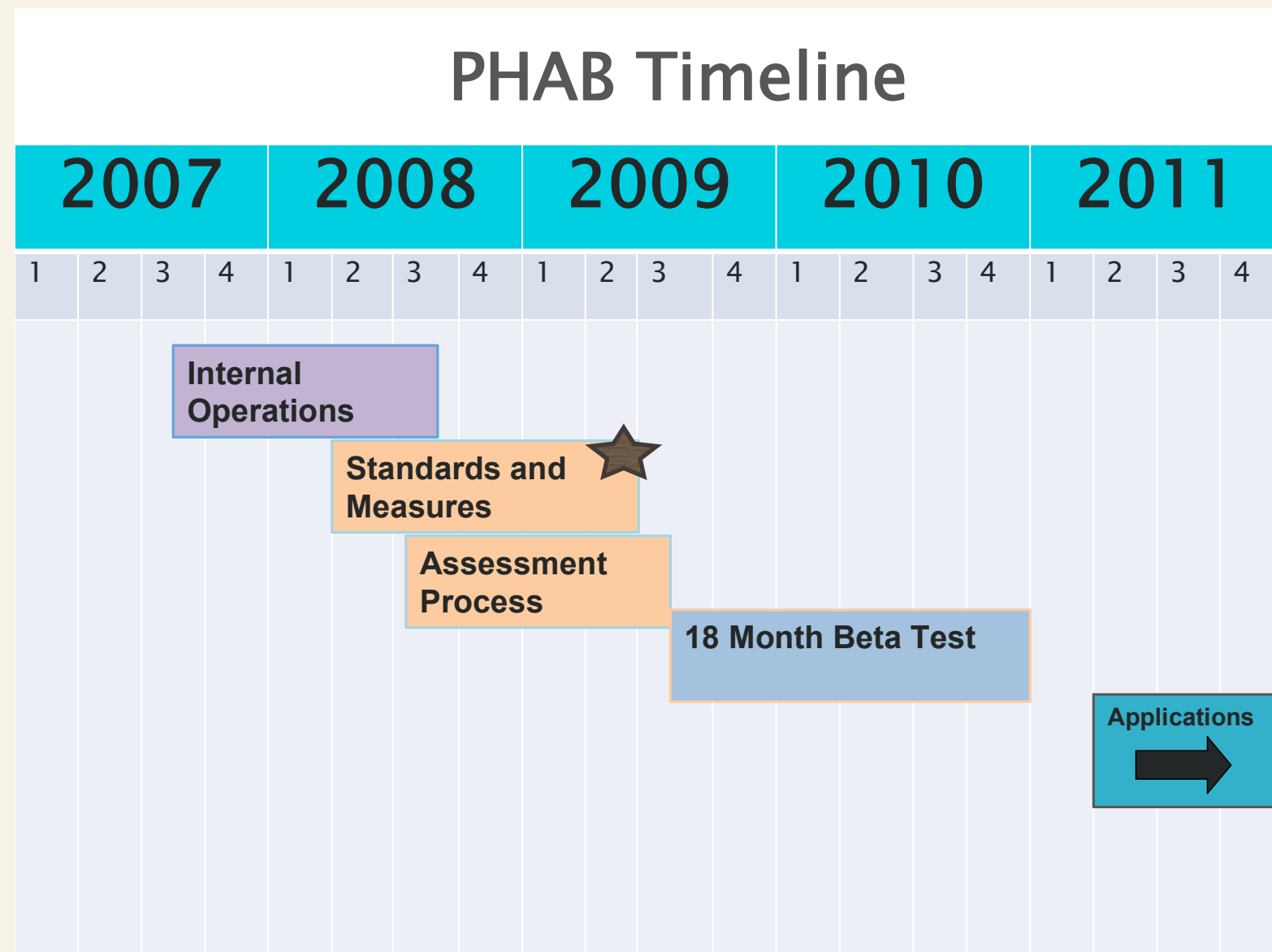
- ~  International Organization for Standardization e.g. ISO 22000:2005 food safety
- ~ e.g. National Public Health Performance Standards Project
- ~ And, of course, the pending...

National Voluntary Accreditation Process

- ~ Accreditation - approach to improving quality
- ~ Examples of accreditation - colleges, law enforcement, hospitals, laboratories
- ~ Public Health Accreditation Board charge - to create national voluntary accreditation system by 2011 (funded by RWJF and CDC)
- ~ Wisconsin is now a more formal part of the development process because of this project

National Voluntary Accreditation Timeline

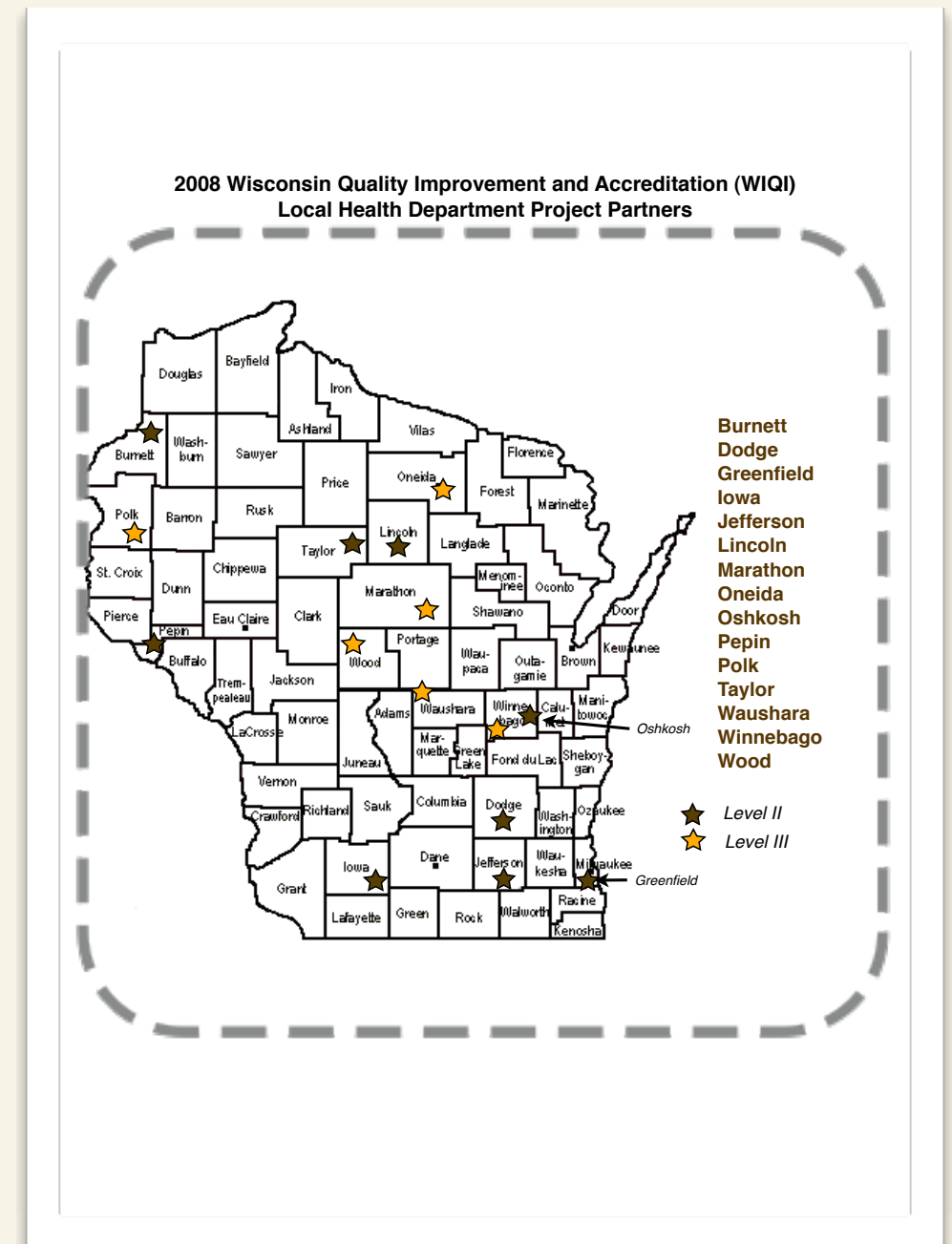
source PHAB 10/08



Wisconsin's Quality Improvement & Accreditation Project (WIQI)

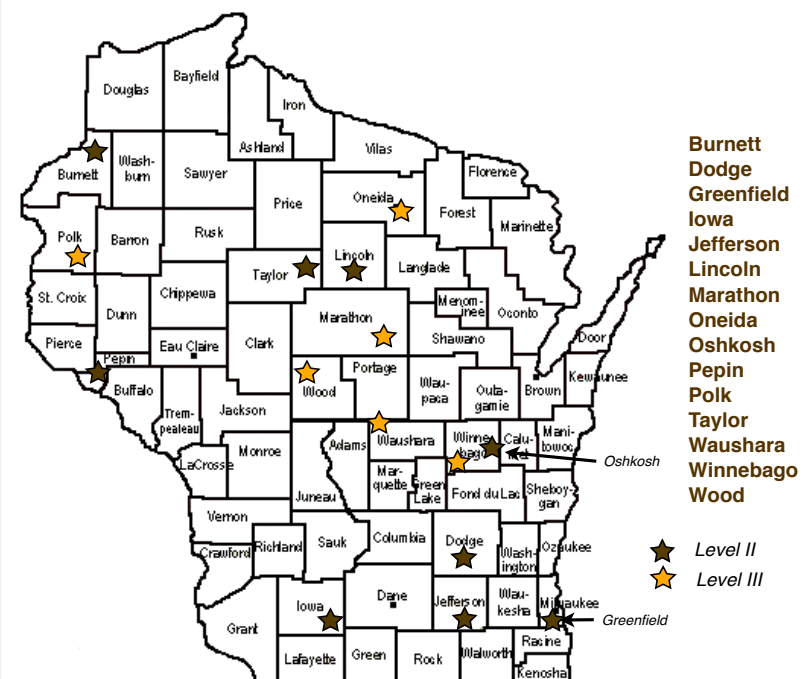
- ~ One of 16 state awardees funded for three years by the Robert Wood Johnson Foundation's *Multi-State Learning Collaborative III: Lead States in Public Health Quality Improvement* initiative
- ~ Partnership of the:
 - ~ Institute for Wisconsin's Health, Inc.
 - ~ Wisconsin Association of Local Health Departments and Boards
 - ~ Wisconsin Division of Public Health

Local Project Partners



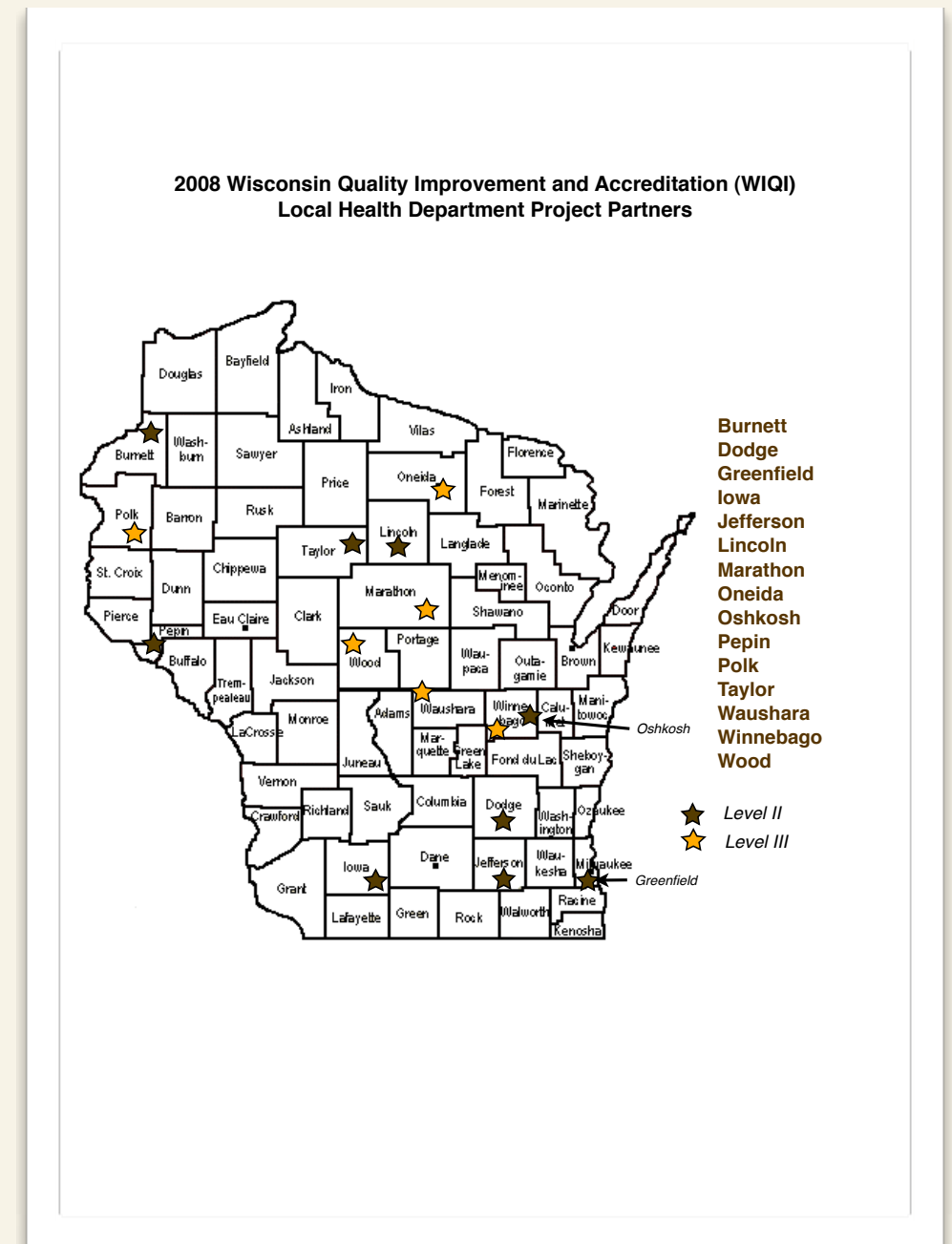
Local Project Partners

2008 Wisconsin Quality Improvement and Accreditation (WIQI)
Local Health Department Project Partners



Local Project Partners

Burnett Dodge
Greenfield Iowa
Jefferson Lincoln
Marathon Oneida
Oshkosh Pepin Polk
Taylor Waushara
Winnebago Wood



Project Advisors

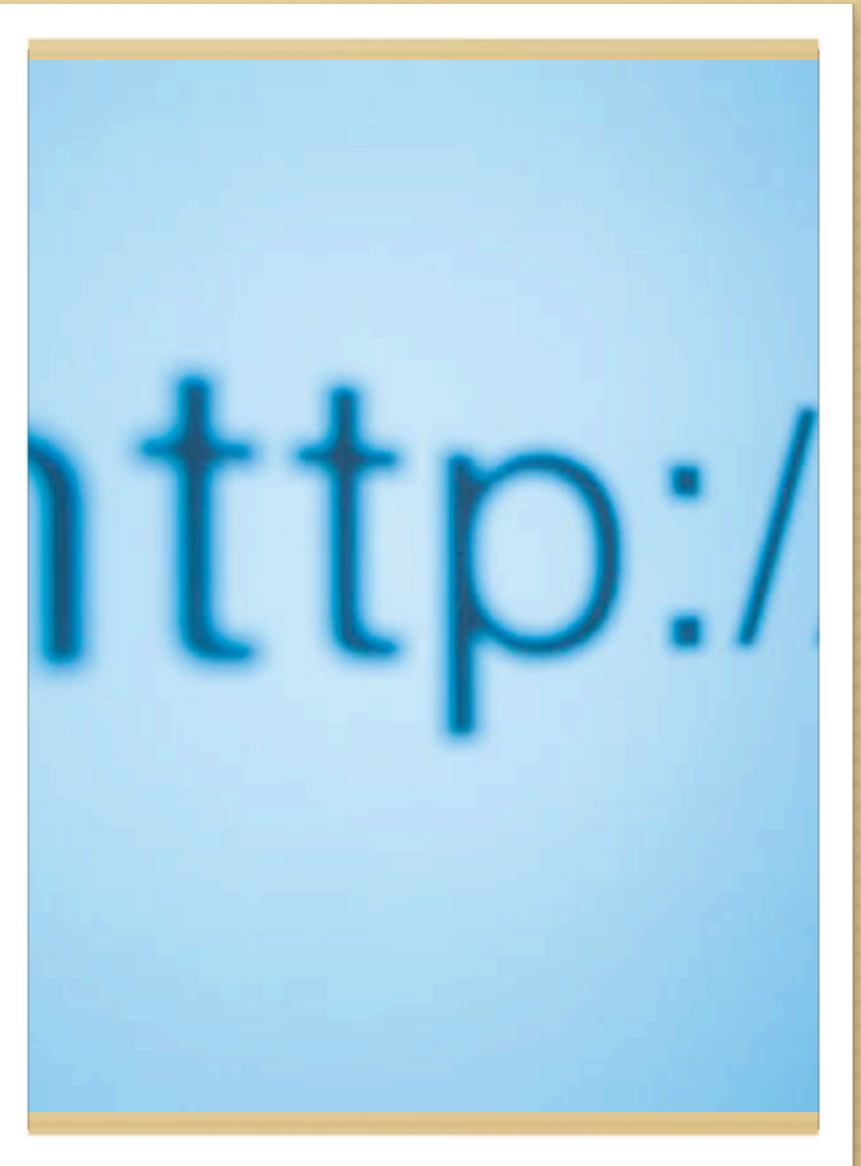
- ~ Patty Bollig, WDPH
- ~ Traici Brockman and Kate Konkle, UWSMPH Fellows, WDPH
- ~ Terry Brandenburg, West Allis Health Department, WALHDAB
- ~ Lieske Giese, WDPH Western Region
- ~ Larry Gilbertson, WDPH
- ~ Doug Mormann, LaCrosse Health Department, WALHDAB
- ~ Doug Parrott, State Rep. JA Hines
- ~ Gretchen Sampson, Polk County Health Department, IWHI
- ~ Dennis Wedde, Waushara County BOH, WALHDAB

Objectives

- ~ Create an inspired community of practice around accreditation & QI (bigger each year)
- ~ Communicate the value of quality health departments to Wisconsin's policy & opinion leaders
- ~ Develop a quality improvement (QI) process for the Wisconsin Division of Public Health
- ~ Combine current review process with emerging national QI & accreditation

First Year Progress

- ~ Web-based project portal
and forum www.instituteforwihealth.org
- ~ Two partner meetings
- ~ Strategy and timeline for
state assessment



First Year Progress

- ~ Each LHD use NACCHO Local Health Department Self-Assessment Tool by January 31, 2009
- ~ QI target teams will form around two topics

Local Health Department Self-Assessment Tool

Operational Definition of a Functional Local Health Department Capacity Assessment for Accreditation Preparation

Thumbnail image of the Local Health Department Self-Assessment Tool table. The table is titled 'FOCUS: DATA COLLECTION, PROCESSING AND MAINTENANCE' and 'Operational Definition of a Functional Local Health Department Capacity Assessment for Accreditation Preparation'. It contains 7 rows of assessment criteria, each with a description, a 'Yes/No' column, and a 'Comments' column.

Operational Definition of a Functional Local Health Department Capacity Assessment for Accreditation Preparation	Yes/No	Comments
1. LHD staff has expertise and training to collect, manage, integrate and display health-related data	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.
2. LHD staff responsible for data collection, management, integration, display, and reporting to the community	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.
3. LHD staff responsible for data collection, management, integration, display, and reporting to the community	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.
4. LHD staff responsible for data collection, management, integration, display, and reporting to the community	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.
5. An electronic database system is used to collect, manage, integrate, display, and report data to the community	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.
6. LHD staff responsible for data collection, management, integration, display, and reporting to the community	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.
7. LHD staff responsible for data collection, management, integration, display, and reporting to the community	Yes	• System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community. • System responsibility level of staff that provides regular training to staff responsible for data collection, management, integration, display, and reporting to the community.



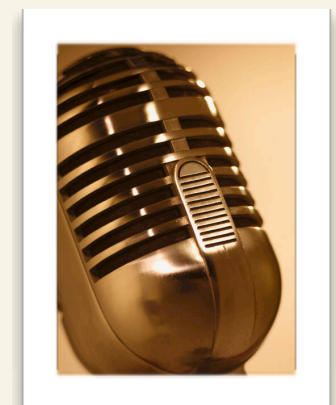
NACCHO
National Association of County & City Health Officials
The National Connection for Local Public Health

Targets for Team QI Work

- ~ Systems “A uniform set of health indicators is developed into a community health profile that describes the population’s health”
- ~ Health outcomes “Reduce the percentage of overweight or obese children and adolescents aged 6-19”
- ~ Tie efforts with national partners - grant requires
- ~ Focus in 2009
- ~ How can our LHDs apply QI principles to these two topics - gain experience?

Cool things about WIQI

- ~ We can learn from other states & provide input into the national process
- ~ We have more LHDs involved than most other states - all learning together
- ~ We are developing a process for state level assessment/QI ahead of national curve
- ~ Pioneering attitude of partners
- ~ Not opposed to having fun



Why in the US?

Trust for America's Health, *Blueprint for Modernizing Public Health*,
10.21.08

~ "America's public health system is broken. Serious gaps exist...Even though the United States spends more than \$2 trillion annually on health care, tens of millions of Americans suffer from preventable diseases and major vulnerabilities exist in the nation's preparedness to respond to health emergencies."

~ Previous TFAH Report, "An investment of \$10 per person per year in proven community-based programs to increase physical activity, improve nutrition, and prevent smoking and other tobacco use could save the country more than \$16 billion annually within five years."

~ How should the system in which this investment is made be strengthened? Credibility...accountability...

Why in the US?

“The goal of a voluntary national accreditation program is to improve and protect the health of the public by advancing the quality and performance of state and local public health departments.” *Exploring Accreditation Final Report*

- ~ Increases credibility of health departments
- ~ Create a shared understanding of public health within communities & among state and local health departments
- ~ Promotes sharing of best practices
- ~ Highlights strengths & identifies opportunities for improvement in an organized way

Why in Wisconsin?

- ~ All national reasons plus...
- ~ Credibility helps ensure sustainability
- ~ Wisconsin already has Chapter 140 review - most states have nothing formalized
- ~ WDPH and locals want to go to the next level of quality - a chance to build
- ~ Possible to have all health departments accredited by 2013 with this lead?

Why in your community?

- ~ National and state reasons and...LHD voices
- ~ “A way to really engage boards of health in discussions about quality and service”
- ~ “Way to ensure that this is doable for small LHDs”
- ~ “Improve political perceptions...the importance of PH”
- ~ “Important source of data for strategic planning”
- ~ “Help us re-focus on core public health services in a period of change”



Visit our Project Portal
www.instituteforwihealth.org

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**INSTITUTE FOR
WISCONSIN'S HEALTH INC.**

Thank you!

PLAN-DO-STUDY-ACT: Cycle of Continuous Improvement and Learning

Increased Frequency and Number of Cycles Results in Continuous Improvement and Greater Learning

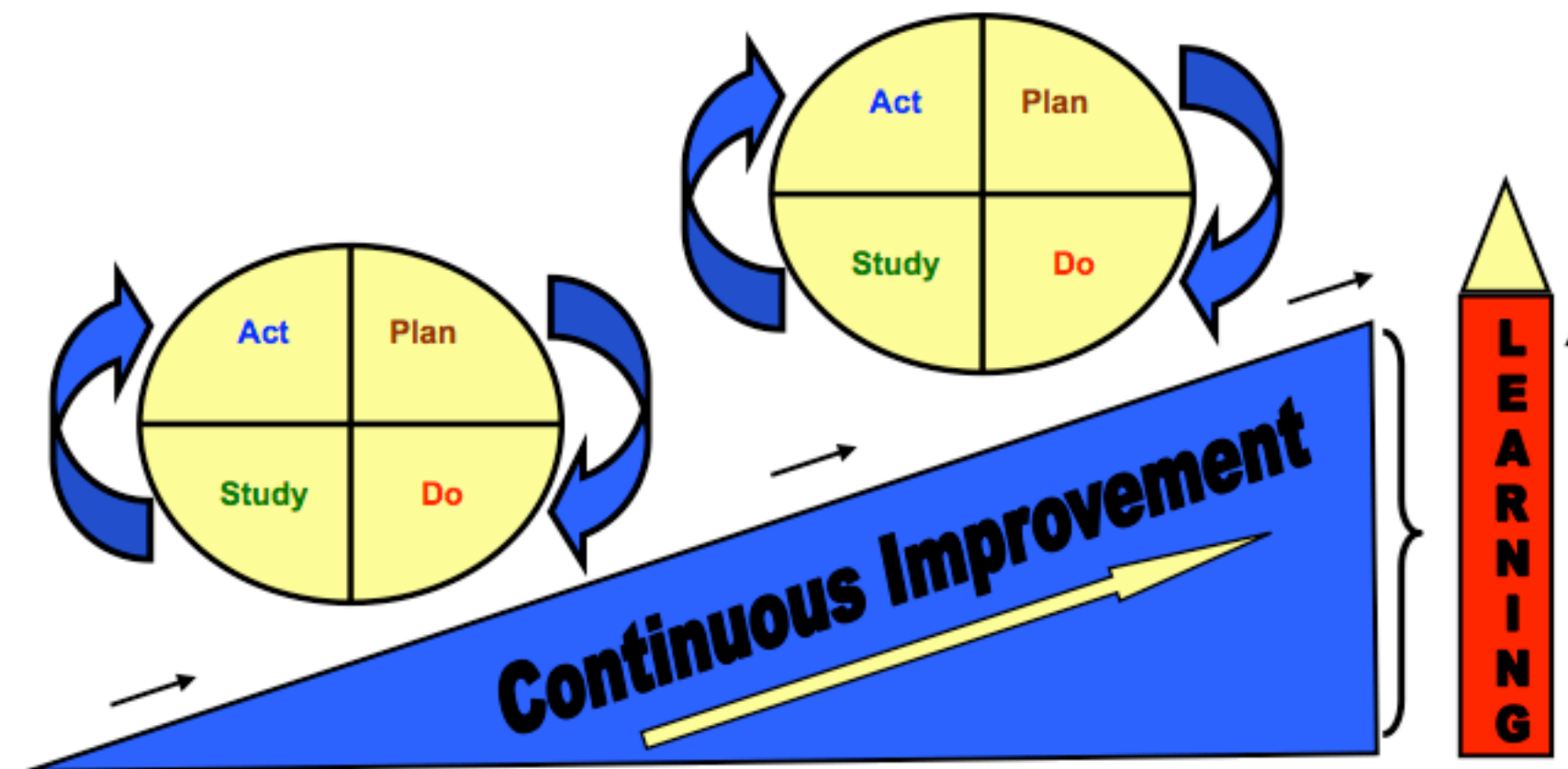


Figure 1

Other Definitions

- ~ “Quality control is the ongoing effort to maintain the integrity of a process to maintain the reliability of achieving an outcome.”
- ~ “Quality assurance is the planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirements for quality.”
- ~ “Quality management is a method for ensuring that all the activities necessary to design, develop and implement a product or service are effective and efficient with respect to the system and its performance.

Source: Wikipedia